Enterprise Incident Report August 2012

As of 9/4/2012

Transportation

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	FCR Total
Transportation	Application Services	Danielle Hood	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	2 0	0 0	2 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Paul Lundell	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	10 1	0 0	10 1
	Capitol Desktop Support	Scott Wunderlich	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	2 2	0 0	2 2
	Help Desk	Brenda Treadway	0 0	6 6	0 0	6 6
		Eileen Dubach	0 0	1 1	0 0	1 1
		Julie VanBeekum	0 0	3 3	0 0	3 3

Transportation

			High	Low	Medium	FCR Total
Transportation	Help Desk	Vicky Marrelli	0 0	5 5	0 0	5 5
		Assigned to Individual Total	0 0	15 15	0 0	15 15
	Metro C Help Desk	Diane Christensen	0 0	12 12	0 0	12 12
		Karen Gross	0 0	49 48	0 0	49 48
		Assigned to Individual Total	0 0	61 60	0 0	61 60
	Metro C Hosting	Rondal Fields	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C West Desktop Support	Cody Flanders	0 0	5 1	0 0	5 1
		Hal Wold	1 0	1 0	1 0	3 0
		Jeff Bench	0 0	17 17	0 0	17 17
		Mike Larsen	0 0	20 17	0 0	20 17
		Shane Squire	0 0	7 4	0 0	7 4
		Shellie Ramsay	0 0	15 15	0 0	15 15
		Tyson Wall	0 0	2 0	0 0	2 0

Transportation

			High	Low	Medium	FCR Total
Transportation	Metro C West Desktop Support	**Assigned to Individual Total**	1 0	67 54	1 0	69 54
	Network Operations	Cory Greenwell	1 0	1 0	0 0	2 0
		Michael Ostrander	0 0	2 0	0 0	2 0
		Robert Ryan	0 0	0 0	1 0	1 0
		Assigned to Individual Total	1 0	3 0	1 0	5 0
	Rural Central Desktop Support	Gerald Adams	0 0	2 2	0 0	2 2
		Randy Graham	0 0	47 47	0 0	47 47
		Richard Packer	0 0	8 8	0 0	8 8
		Rod Montoya	0 0	1 1	0 0	1 1
		Todd Hardy	0 0	5 4	0 0	5 4
		Assigned to Individual Total	0 0	63 62	0 0	63 62
	Rural North Desktop Support	Robert Stock	0 0	23 20	0 0	23 20
		Assigned to Individual Total	0 0	23 20	0 0	23 20
	Rural South Desktop Support	Doug Chaston	0 0	5 5	0 0	5 5

Transportation

			High	Low	Medium	FCR Total
Transportation	Rural South Desktop Support	Doug Thornton	0 0	1 1	0 0	1 1
		Joel Finlinson	0 0	35 35	0 0	35 35
		Scott Jesienouski	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	43 41	0 0	43 41
	Salt Lake Data Center Operations	Robert Oliver	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Strategic Communications	Luis Larios	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Technical Lead/Project Manager	Martin Gonzalez	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Voice Operations	Gail Christiansen	0 0	0 0	2 0	2 0
		Romanza Hamblin Sorensen	0 0	9 2	0 0	9 2
		Assigned to Individual Total	0 0	9 2	2 0	11 2
	Assigned Group Total		2 0	300 258	4 0	306 258

Enterprise Incident Report August 2012

As of 9/4/2012

Transportation

	High	Low	Medium	FCR Total
Customer Company Total	2	300	4	306
	0	258	0	258

Transportation

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response			
			High	Low	Medium	MIR Total
Transportation	Application Services	Danielle Hood	0 0	1 1	0 0	1 1
		Dustin Crump	0 0	2 0	0 0	2 0
		Martin Gonzalez	0 0	1 0	0 0	1 0
		Paul Lundell	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	5 1	0 0	5 1
		Assigned to Individual Total	0 0	10 2	0 0	10 2
	Capitol Desktop Support	Scott Wunderlich	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Help Desk	Brenda Treadway	0 0	6 0	0 0	6 0
		Eileen Dubach	0 0	1 0	0 0	1 0
		Julie VanBeekum	0 0	3 0	0 0	3 0

Transportation

			High	Low	Medium	MIR Total
Transportation	Help Desk	Vicky Marrelli	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	15 0	0 0	15 0
	Metro C Help Desk	Diane Christensen	0 0	12 0	0 0	12 0
		Karen Gross	0 0	49 1	0 0	49 1
		Assigned to Individual Total	0 0	61 1	0 0	61 1
	Metro C Hosting	Rondal Fields	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C West Desktop Support	Cody Flanders	0 0	5 0	0 0	5 0
		Hal Wold	1 0	1 0	1 0	3 0
		Jeff Bench	0 0	17 0	0 0	17 0
		Mike Larsen	0 0	20 0	0 0	20 0
		Shane Squire	0 0	7 0	0 0	7 0
		Shellie Ramsay	0 0	15 0	0 0	15 0
		Tyson Wall	0 0	2 0	0 0	2 0

Transportation

			High	Low	Medium	MIR Total
Transportation	Metro C West Desktop Support	**Assigned to Individual Total**	1 0	67 0	1 0	69 0
	Network Operations	Cory Greenwell	1 0	1 0	0 0	2 0
		Michael Ostrander	0 0	2 0	0 0	2 0
		Robert Ryan	0 0	0 0	1 1	1 1
		Assigned to Individual Total	1 0	3 0	1 1	5 1
	Rural Central Desktop Support	Gerald Adams	0 0	2 0	0 0	2 0
		Randy Graham	0 0	47 0	0 0	47 0
		Richard Packer	0 0	8 0	0 0	8 0
		Rod Montoya	0 0	1 0	0 0	1 0
		Todd Hardy	0 0	5 2	0 0	5 2
		Assigned to Individual Total	0 0	63 2	0 0	63 2
	Rural North Desktop Support	Robert Stock	0 0	23 0	0 0	23 0
		Assigned to Individual Total	0 0	23 0	0 0	23 0
	Rural South Desktop Support	Doug Chaston	0 0	5 0	0 0	5 0

Transportation

			High	Low	Medium	MIR Total
Transportation	Rural South Desktop Support	Doug Thornton	0 0	1 0	0 0	1 0
		Joel Finlinson	0 0	35 0	0 0	35 0
		Scott Jesienouski	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	43 0	0 0	43 0
	Salt Lake Data Center Operations	Robert Oliver	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Strategic Communications	Luis Larios	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Technical Lead/Project Manager	Martin Gonzalez	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Gail Christiansen	0 0	0 0	2 0	2 0
		Romanza Hamblin Sorensen	0 0	9 0	0 0	9 0
		Assigned to Individual Total	0 0	9 0	2 0	11 0
	Assigned Group Total		2 0	300 5	4 1	306 6

Enterprise Incident Report August 2012

As of 9/4/2012

Transportation

	High	Low	Medium	MIR Total
Customer Company Total	20	3005	41	3066

Enterprise Incident Report August 2012

As of 9/4/2012

Transportation

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	**Low**	**Medium**	**ATTIR Total**
Transportation	Application Services	Danielle Hood	0 0.00	1 3.77	0 0.00	1 3.77
		Dustin Crump	0 0.00	2 0.18	0 0.00	2 0.18
		Martin Gonzalez	0 0.00	1 0.60	0 0.00	1 0.60
		Paul Lundell	0 0.00	1 0.11	0 0.00	1 0.11
		Tony Larsen	0 0.00	5 0.65	0 0.00	5 0.65
		Assigned to Individual Total	0 0.00	10 0.81	0 0.00	10 0.81
	Capitol Desktop Support	Scott Wunderlich	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Help Desk	Brenda Treadway	0 0.00	6 0.04	0 0.00	6 0.04
		Eileen Dubach	0 0.00	1 0.23	0 0.00	1 0.23
		Julie VanBeekum	0 0.00	3 0.16	0 0.00	3 0.16

Transportation

			High	Low	Medium	ATTIR Total
Transportation	Help Desk	Vicky Marrelli	0 0.00	5 0.12	0 0.00	5 0.12
		Assigned to Individual Total	0 0.00	15 0.10	0 0.00	15 0.10
	Metro C Help Desk	Diane Christensen	0 0.00	12 0.06	0 0.00	12 0.06
		Karen Gross	0 0.00	49 0.12	0 0.00	49 0.12
		Assigned to Individual Total	0 0.00	61 0.11	0 0.00	61 0.11
	Metro C Hosting	Rondal Fields	0 0.00	1 0.11	0 0.00	1 0.11
		Assigned to Individual Total	0 0.00	1 0.11	0 0.00	1 0.11
	Metro C West Desktop Support	Cody Flanders	0 0.00	5 0.27	0 0.00	5 0.27
		Hal Wold	1 0.00	1 0.31	1 0.00	3 0.10
		Jeff Bench	0 0.00	17 0.00	0 0.00	17 0.00
		Mike Larsen	0 0.00	20 0.03	0 0.00	20 0.03
		Shane Squire	0 0.00	7 0.11	0 0.00	7 0.11
		Shellie Ramsay	0 0.00	15 0.01	0 0.00	15 0.01
		Tyson Wall	0 0.00	2 0.00	0 0.00	2 0.00

Transportation

			High	Low	Medium	ATTIR Total
Transportation	Metro C West Desktop Support	Assigned to Individual Total	1 0.00	67 0.05	1 0.00	69 0.05
	Network Operations	Cory Greenwell	1 0.00	1 0.59	0 0.00	2 0.30
		Michael Ostrander	0 0.00	2 0.00	0 0.00	2 0.00
		Robert Ryan	0 0.00	0 0.00	1 4.88	1 4.88
		Assigned to Individual Total	1 0.00	3 0.20	1 4.88	5 1.09
	Rural Central Desktop Support	Gerald Adams	0 0.00	2 0.00	0 0.00	2 0.00
		Randy Graham	0 0.00	47 0.00	0 0.00	47 0.00
		Richard Packer	0 0.00	8 0.00	0 0.00	8 0.00
		Rod Montoya	0 0.00	1 0.00	0 0.00	1 0.00
		Todd Hardy	0 0.00	5 0.62	0 0.00	5 0.62
		Assigned to Individual Total	0 0.00	63 0.05	0 0.00	63 0.05
	Rural North Desktop Support	Robert Stock	0 0.00	23 0.00	0 0.00	23 0.00
		Assigned to Individual Total	0 0.00	23 0.00	0 0.00	23 0.00
	Rural South Desktop Support	Doug Chaston	0 0.00	5 0.00	0 0.00	5 0.00

Transportation

			High	Low	Medium	ATTIR Total
Transportation	Rural South Desktop Support	Doug Thornton	0 0.00	1 0.00	0 0.00	1 0.00
		Joel Finlinson	0 0.00	35 0.00	0 0.00	35 0.00
		Scott Jesienouski	0 0.00	2 0.22	0 0.00	2 0.22
		Assigned to Individual Total	0 0.00	43 0.01	0 0.00	43 0.01
	Salt Lake Data Center Operations	Robert Oliver	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Strategic Communications	Luis Larios	0 0.00	1 0.28	0 0.00	1 0.28
		Assigned to Individual Total	0 0.00	1 0.28	0 0.00	1 0.28
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Voice Operations	Gail Christiansen	0 0.00	0 0.00	2 0.24	2 0.24
		Romanza Hamblin Sorensen	0 0.00	9 0.23	0 0.00	9 0.23
		Assigned to Individual Total	0 0.00	9 0.23	2 0.24	11 0.23
	Assigned Group Total		2 0.00	300 0.09	4 1.34	306 0.10

Enterprise Incident Report August 2012
As of 9/4/2012

Transportation

	High	Low	Medium	ATTIR Total
Customer Company Total	2	300	4	306
	0.00	0.09	1.34	0.10

Enterprise Incident Report August 2012

As of 9/4/2012

Transportation

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Transportation	Application Services	Danielle Hood	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	2 0	0 0	2 0
		Martin Gonzalez	0 0	1 0	0 0	1 0
		Paul Lundell	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	10 0	0 0	10 0
	Capitol Desktop Support	Scott Wunderlich	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Help Desk	Brenda Treadway	0 0	6 0	0 0	6 0
		Eileen Dubach	0 0	1 0	0 0	1 0
		Julie VanBeekum	0 0	3 0	0 0	3 0

Transportation

			High	Low	Medium	MR Total
Transportation	Help Desk	Vicky Marrelli	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	15 0	0 0	15 0
	Metro C Help Desk	Diane Christensen	0 0	12 1	0 0	12 1
		Karen Gross	0 0	49 0	0 0	49 0
		Assigned to Individual Total	0 0	61 1	0 0	61 1
	Metro C Hosting	Rondal Fields	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C West Desktop Support	Cody Flanders	0 0	5 0	0 0	5 0
		Hal Wold	1 0	1 0	1 0	3 0
		Jeff Bench	0 0	17 0	0 0	17 0
		Mike Larsen	0 0	20 1	0 0	20 1
		Shane Squire	0 0	7 0	0 0	7 0
		Shellie Ramsay	0 0	15 0	0 0	15 0
		Tyson Wall	0 0	2 0	0 0	2 0

Transportation

			High	Low	Medium	MR Total
Transportation	Metro C West Desktop Support	Assigned to Individual Total	1 0	67 1	1 0	69 1
	Network Operations	Cory Greenwell	1 0	1 0	0 0	2 0
		Michael Ostrander	0 0	2 0	0 0	2 0
		Robert Ryan	0 0	0 0	1 1	1 1
		Assigned to Individual Total	1 0	3 0	1 1	5 1
	Rural Central Desktop Support	Gerald Adams	0 0	2 0	0 0	2 0
		Randy Graham	0 0	47 0	0 0	47 0
		Richard Packer	0 0	8 0	0 0	8 0
		Rod Montoya	0 0	1 0	0 0	1 0
		Todd Hardy	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	63 0	0 0	63 0
	Rural North Desktop Support	Robert Stock	0 0	23 0	0 0	23 0
		Assigned to Individual Total	0 0	23 0	0 0	23 0
	Rural South Desktop Support	Doug Chaston	0 0	5 0	0 0	5 0

Transportation

			High	Low	Medium	MR Total
Transportation	Rural South Desktop Support	Doug Thornton	0 0	1 0	0 0	1 0
		Joel Finlinson	0 0	35 0	0 0	35 0
		Scott Jesienouski	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	43 0	0 0	43 0
	Salt Lake Data Center Operations	Robert Oliver	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Strategic Communications	Luis Larios	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Technical Lead/Project Manager	Martin Gonzalez	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Gail Christiansen	0 0	0 0	2 0	2 0
		Romanza Hamblin Sorensen	0 0	9 0	0 0	9 0
		Assigned to Individual Total	0 0	9 0	2 0	11 0
	Assigned Group Total		2 0	300 2	4 1	306 3

Transportation

	High	Low	Medium	MR Total
Customer Company Total	20	3002	41	3063

Transportation

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Transportation	Application Services	Danielle Hood	0 0.00	1 5.60	0 0.00	1 5.60
		Dustin Crump	0 0.00	2 0.29	0 0.00	2 0.29
		Martin Gonzalez	0 0.00	1 5.62	0 0.00	1 5.62
		Paul Lundell	0 0.00	1 1.81	0 0.00	1 1.81
		Tony Larsen	0 0.00	5 0.85	0 0.00	5 0.85
		Assigned to Individual Total	0 0.00	10 1.79	0 0.00	10 1.79
	Capitol Desktop Support	Scott Wunderlich	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Help Desk	Brenda Treadway	0 0.00	6 0.04	0 0.00	6 0.04
		Eileen Dubach	0 0.00	1 0.23	0 0.00	1 0.23
		Julie VanBeekum	0 0.00	3 0.86	0 0.00	3 0.86

Transportation

			High	Low	Medium	ATTR Total
Transportation	Help Desk	Vicky Marrelli	0 0.00	5 1.35	0 0.00	5 1.35
		Assigned to Individual Total	0 0.00	15 0.65	0 0.00	15 0.65
	Metro C Help Desk	Diane Christensen	0 0.00	12 1.00	0 0.00	12 1.00
		Karen Gross	0 0.00	49 0.12	0 0.00	49 0.12
		Assigned to Individual Total	0 0.00	61 0.28	0 0.00	61 0.28
	Metro C Hosting	Rondal Fields	0 0.00	1 0.11	0 0.00	1 0.11
		Assigned to Individual Total	0 0.00	1 0.11	0 0.00	1 0.11
	Metro C West Desktop Support	Cody Flanders	0 0.00	5 1.60	0 0.00	5 1.60
		Hal Wold	1 0.43	1 1.33	1	3 0.88
		Jeff Bench	0 0.00	17 1.96	0 0.00	17 1.96
		Mike Larsen	0 0.00	20 1.09	0 0.00	20 1.09
		Shane Squire	0 0.00	7 0.20	0 0.00	7 0.20
		Shellie Ramsay	0 0.00	15 0.25	0 0.00	15 0.25
		Tyson Wall	0 0.00	2 0.41	0 0.00	2 0.41

Transportation

			High	Low	Medium	ATTR Total
Transportation	Metro C West Desktop Support	**Assigned to Individual Total**	1 0.43	67 1.05	1	69 1.04
	Network Operations	Cory Greenwell	1	1 0.96	0 0.00	2 0.96
		Michael Ostrander	0 0.00	2 0.38	0 0.00	2 0.38
		Robert Ryan	0 0.00	0 0.00	1 5.25	1 5.25
		Assigned to Individual Total	1	3 0.57	1 5.25	5 1.74
	Rural Central Desktop Support	Gerald Adams	0 0.00	2 2.65	0 0.00	2 2.65
		Randy Graham	0 0.00	47 0.00	0 0.00	47 0.00
		Richard Packer	0 0.00	8 0.13	0 0.00	8 0.13
		Rod Montoya	0 0.00	1 0.00	0 0.00	1 0.00
		Todd Hardy	0 0.00	5 0.82	0 0.00	5 0.82
		Assigned to Individual Total	0 0.00	63 0.16	0 0.00	63 0.16
	Rural North Desktop Support	Robert Stock	0 0.00	23 1.11	0 0.00	23 1.11
		Assigned to Individual Total	0 0.00	23 1.11	0 0.00	23 1.11
	Rural South Desktop Support	Doug Chaston	0 0.00	5 0.00	0 0.00	5 0.00

Transportation

			High	Low	Medium	ATTR Total
Transportation	Rural South Desktop Support	Doug Thornton	0 0.00	1 0.00	0 0.00	1 0.00
		Joel Finlinson	0 0.00	35 0.00	0 0.00	35 0.00
		Scott Jesienouski	0 0.00	2 0.22	0 0.00	2 0.22
		Assigned to Individual Total	0 0.00	43 0.01	0 0.00	43 0.01
	Salt Lake Data Center Operations	Robert Oliver	0 0.00	1 2.83	0 0.00	1 2.83
		Assigned to Individual Total	0 0.00	1 2.83	0 0.00	1 2.83
	Strategic Communications	Luis Larios	0 0.00	1 1.90	0 0.00	1 1.90
		Assigned to Individual Total	0 0.00	1 1.90	0 0.00	1 1.90
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	1 0.23	0 0.00	1 0.23
		Assigned to Individual Total	0 0.00	1 0.23	0 0.00	1 0.23
	Voice Operations	Gail Christiansen	0 0.00	0 0.00	2 0.24	2 0.24
		Romanza Hamblin Sorensen	0 0.00	9 0.99	0 0.00	9 0.99
		Assigned to Individual Total	0 0.00	9 0.99	2 0.24	11 0.85
	Assigned Group Total		2 0.43	300 0.55	4 1.91	306 0.57

Transportation

	High	Low	Medium	ATTR Total
Customer Company Total	2	300	4	306
	0.43	0.55	1.91	0.57

Transportation

Detail

INC000000551855	Michael A Adams	Application	None	Novell GroupWise	TIR Missed: No	0.12
Application Services		Tony Larsen	Transportation	Low	Closed	TTR Missed: No	0.12
INC000000551984	Deni Archuleta	Application	None	Novell Messenger	TIR Missed: No	0.73
Application Services		Tony Larsen	Transportation	Low	Closed	TTR Missed: No	1.21
INC000000552786	Scott Nussbaum	Application	Error	Gmail	TIR Missed: No	0.70
Application Services		Tony Larsen	Transportation	Low	Closed	TTR Missed: No	0.71
INC000000554326	Ruth Butler	Application	None	Novell Messenger	TIR Missed: No	0.60
Application Services		Martin Gonzalez	Transportation	Low	Closed	TTR Missed: No	5.62
INC000000555261	Valentino Martinez	Application	Error	None	TIR Missed: No	0.00
Rural North Desktop Support		Robert Stock	Transportation	Low	Closed	TTR Missed: No	0.32
INC000000555617	Ryan Ellsworth	Telecom	None	Telephone	TIR Missed: No	0.17
Voice Operations		Romanza Hamblin Sorensen	Transportation	Low	Closed	TTR Missed: No	0.71
INC000000555654	Shane Marshall	Network	Incident	None	TIR Missed: No	0.00
Rural Central Desktop Support		Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000555737	Matt Parker	Network	Incident	None	TIR Missed: No	0.00
Rural Central Desktop Support		Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000555752	Jason Henrie	Application	None	Novell GroupWise	TIR Missed: No	0.19
Application Services		Dustin Crump	Transportation	Low	Closed	TTR Missed: No	0.34
INC000000555771	Jason Henrie	Application	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000555875	Steve Middleton	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support		Jeff Bench	Transportation	Low	Closed	TTR Missed: No	3.13
INC000000555892	Paul Johnson	Application	Error	Project Development Business ?	TIR Missed: No	0.00
Rural South Desktop Support		Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000555897	Fred Talker	Network	Error	None	TIR Missed: No	0.00
Rural South Desktop Support		Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000555903	Ivan Hartle	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Rural South Desktop Support		Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000555922	Ed Pectol	Mobile Devices	Error	Data Synchronizer	TIR Missed: No	0.00
Rural South Desktop Support		Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000555955	Ivan Hartle	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk		Diane Christensen	Transportation	Low	Closed	TTR Missed: No	1.72

Transportation							

INC000000556018	Heather Jones	Application	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000556151	Jami Gentry	Print/Copy/Scan/Fax	Error Code	None	TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000556153	Jessie Mellor	Application	Error	Novell GroupWise	TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000556155	Shayla Marquardson	Telecom	Hardware	None	TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000556156	Kirk Thornock	Application	Error	Microsoft Windows 7	TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000556441	Scott Strader	Application	Password	Utah Master Directory	TIR Missed:	No	0.44
Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed:	No	1.23
INC000000556541	Jim Phillips	Application	None	Microsoft Windows XP Professio	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000556549	Steve Middleton	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed:	No	0.09
INC000000556555	Julie Sheppick	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed:	No	0.08
INC000000556569	Tom Roylance	Print/Copy/Scan/Fax	None	Microsoft Windows Server 2008	TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed:	No	1.26
INC000000556576	Zack Andrus	Print/Copy/Scan/Fax	None	Microsoft Windows Server 2008	TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed:	No	1.18
INC000000556578	Susan Bramwell	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed:	No	1.18
INC000000556583	Mike Bair	PC/Laptop	Error	None	TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed:	No	1.14
INC000000556641	Nicole Rees	PC/Laptop	Error	None	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000556764	Clancy Black	Storage	None	Microsoft Windows XP Professio	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000556797	Weston Wilde	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed:	No	0.00
Rural Central Desktop Support	Rod Montoya	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000556806	Judi Morris	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None	TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed:	No	0.00

Transportation

INC000000556955	Kim Stocking	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.04
INC000000556956	Susan Petty	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.04
INC000000557206	Muriel Xochimitl	Mobile Devices	Error	None	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000557209	Tyson Larson	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000557211	Pat Lowe	Application	Error	Microsoft Office	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000557217	Glenn Blackwelder	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000557221	Muriel Xochimitl	Network	Incident	None	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000557226	Tyson Larson	Network	Error	None	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000557236	Wade Ramsay	Network	Incident	None	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000557252	Steven Quinn	Network	Error	Active Directory	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000557282	Travis Bair	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000557430	Devin Routson	Telecom	Dial Tone	Telephone	TIR Missed: No	0.08
Voice Operations	Gail Christiansen	Transportation	Medium	Closed	TTR Missed: No	0.09
INC000000557524	Vickie VanDeMerwe	Network	Error	Active Directory	TIR Missed: Yes	5.72
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	5.72
INC000000557576	Susan Steed	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	0.34
INC000000557663	Travis Bair	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000557705	Devin Routson	Telecom	None	Telephone	TIR Missed: No	0.39
Voice Operations	Gail Christiansen	Transportation	Medium	Closed	TTR Missed: No	0.39
INC000000557735	Del Atkinson	Application	Password	Utah Master Directory	TIR Missed: No	0.36
Help Desk	Julie VanBeekum	Transportation	Low	Closed	TTR Missed: No	0.72

Transportation

INC000000557738	Marjorie Rasmussen	Application	None	Internet Explorer	TIR Missed:	No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000557788	Richard Sharp	Application	None	Microsoft Word	TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000557847	Jeremy Price	PC/Laptop	Error	None	TIR Missed:	No	0.17
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.17
INC000000558142	Don B Johnson	PC/Laptop	Hardware	Microsoft Windows 7	TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000558148	Rod Asay	Print/Copy/Scan/Fax	Incident	Microsoft Windows 7	TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000558187	Susan Petty	None	None	None	TIR Missed:	No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	1.06
INC000000558473	Carla Freebairn	Application	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000558495	Devin Routson	Telecom	Dial Tone	Telephone	TIR Missed:	No	0.23
	Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Closed	TTR Missed: No	0.59
INC000000558532	Mike Evans	PC/Laptop	None	None	TIR Missed:	No	0.99
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	2.27
INC000000558629	Nathan Lee	Mobile Devices	Error	iPhone	TIR Missed:	Yes	3.77
	Application Services	Danielle Hood	Transportation	Low	Closed	TTR Missed: No	5.60
INC000000558673	David L Jean II	Application	Password	Utah Highway Patrol Mobile App	TIR Missed:	No	0.00
	Rural Central Desktop Support	Gerald Adams	Transportation	Low	Closed	TTR Missed: No	0.69
INC000000558681	Randy Jefferies	Application	Error	Novell GroupWise 32-bit Window	TIR Missed:	No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	1.81
INC000000558683	Randy Jefferies	Application	Error	Microsoft Windows XP Professic	TIR Missed:	No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	1.84
INC000000558904	Roy Ulibarri	Application	Error	Active Directory	TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000559092	Kelly Barrett	Application	Error	Novell GroupWise	TIR Missed:	No	0.11
	Application Services	Paul Lundell	Transportation	Low	Closed	TTR Missed: No	1.81
INC000000559113	Julie Lewis	None	None	None	TIR Missed:	No	0.00
	Metro C West Desktop Support	Hal Wold	Transportation	Medium	Closed	TTR Missed: No	
INC000000559119	Stacy Frandsen	None	None	None	TIR Missed:	No	0.00
	Metro C West Desktop Support	Hal Wold	Transportation	High	Closed	TTR Missed: No	0.43

Transportation

INC000000559166	Kari Kilbourn	PC/Laptop	Error	None			TIR Missed:	Yes	1.90
	Rural Central Desktop Support	Todd Hardy	Transportation	Low	Closed		TTR Missed:	No	2.11
INC000000559305	Cameron Gay	Application	Error	Internet Explorer			TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed		TTR Missed:	No	0.00
INC000000559329	Terri Taylor	None	None	None			TIR Missed:	No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed		TTR Missed:	No	5.36
INC000000559331	Jami Gentry	PC/Laptop	Hardware	None			TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed		TTR Missed:	No	0.00
INC000000559332	Bryan Talbot	Application	None	None			TIR Missed:	No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed		TTR Missed:	No	0.04
INC000000559349	Tad Mecham	Print/Copy/Scan/Fax	Incident	None			TIR Missed:	No	0.00
	Rural Central Desktop Support	Todd Hardy	Transportation	Low	Closed		TTR Missed:	No	0.20
INC000000559388	Devin Routson	Telecom	None	Telephone			TIR Missed:	No	0.52
	Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Closed		TTR Missed:	No	1.46
INC000000559409	Jim Golden	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Scott Wunderlich	Transportation	Low	Closed		TTR Missed:	No	0.00
INC000000559526	Glen Wahlberg	Application	Error	Operations Management Syster			TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed		TTR Missed:	No	0.00
INC000000559531	Anita Grover	Network	Error	Novell eDirectory			TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed		TTR Missed:	No	0.00
INC000000559534	Arty Johnson	None	None	None			TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed		TTR Missed:	No	0.00
INC000000559545	Daniel Caussey	Network	Incident	Active Directory			TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed		TTR Missed:	No	0.00
INC000000559548	Lester John	Application	Error	Project Development Business !			TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed		TTR Missed:	No	0.00
INC000000559554	Stuart Hoff	PC/Laptop	Hardware	None			TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed		TTR Missed:	No	0.00
INC000000559562	Pat Lowe	Application	Error	None			TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed		TTR Missed:	No	0.00
INC000000559567	Mike Brehm	Network	Password	Novell eDirectory			TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed		TTR Missed:	No	0.00
INC000000559573	Mike Marz	None	None	None			TIR Missed:	No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed		TTR Missed:	No	0.00

Transportation

INC000000559608	Deni Archuleta	Application	None	Project Development Business S	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000559633	Frank Bernardo	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000559682	Lisa Anderson	PC/Laptop	Hardware	Microsoft Windows 7	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000559727	Kim Robins	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000559750	Kathy Vansickle	Application	None	Microsoft Windows XP Professic	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000559766	Cathy Kendrick	PC/Laptop	Hardware	Microsoft Windows XP Professic	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000559849	Brenda Hennefer	Network	None	None	TIR Missed: No	0.01
Rural Central Desktop Support	Todd Hardy	Transportation	Low	Closed	TTR Missed: No	0.01
INC000000560218	Steve Johnson	Application	Password	Utah Highway Patrol Mobile App	TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Transportation	Low	Closed	TTR Missed: No	4.61
INC000000560383	Kristi Urry	None	None	None	TIR Missed: No	0.08
Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.51
INC000000560472	Jared Hammon	Network	Incident	None	TIR Missed: No	0.00
Network Operations	Michael Ostrander	Transportation	Low	Closed	TTR Missed: No	0.14
INC000000560476	Paul Kikuchi	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000560506	Glenn Schulte	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000560511	Rodney Andrews	Application	None	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	
INC000000560585	Ryan Nuesmeyer	PC/Laptop	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.08
INC000000560593	Brady P Roberts	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000560665	Dirk Parker	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000560690	Ken Prince	Mobile Devices	Error	Microsoft Windows 7	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00

| Transportation | | | | | | | |

INC	Name	Type	Category	Item	TIR Missed		
INC000000560782	Evelyn Tuddenham	Application	Error	Internet Explorer	TIR Missed: No		0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000560974	Judy Romrell	PC/Laptop	Virus	Internet Explorer	TIR Missed: No		0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000561050	Shawn H Davis	Application	Error	Internet Explorer	TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000561052	Anita Grover	Network	Incident	Novell GroupWise	TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000561054	Josh Glazier	Application	Error	Novell GroupWise	TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000561057	Debra TP Brown	Network	Performance	Active Directory	TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000561209	Neil Petrick	None	None	None	TIR Missed: No		0.00
	Salt Lake Data Center Operations	Robert Oliver	Transportation	Low	Closed	TTR Missed: No	2.83
INC000000561214	Roy Gregerson	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000561265	Richard Shelley	Application	None	Novell GroupWise	TIR Missed: No		0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000561432	Tonia Lou Wall	Application	Error	Internet Explorer	TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000561517	Doug Christiansen	None	None	None	TIR Missed: No		0.59
	Network Operations	Cory Greenwell	Transportation	Low	Closed	TTR Missed: No	0.96
INC000000561564	Richard C Clark	Network	Incident	None	TIR Missed: No		0.00
	Network Operations	Cory Greenwell	Transportation	High	Closed	TTR Missed: No	
INC000000561620	Ken Gipson	Application	Password	State Payroll Time Entry System	TIR Missed: No		0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000561654	Amber Routson	None	None	None	TIR Missed: No		0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000561744	Ladora Langford	Application	Password	Utah Master Directory	TIR Missed: No		0.03
	Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed: No	4.65
INC000000561873	Ron Parks	None	None	None	TIR Missed: No		0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000561920	Judie McDermott	Application	Error	Microsoft Office 2003 Profession	TIR Missed: No		0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

INC000000561921	Glen Ames	Network	Password	Active Directory		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000561922	Ray Bentley	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000561932	Vicki Wittwer	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Transportation	Low	Closed	TTR Missed: No	0.42
INC000000561934	Loralee Dimick	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Transportation	Low	Closed	TTR Missed: No	0.41
INC000000561941	Patti Barton	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	4.52
INC000000562131	Janae Briggs	Network	Error	Internet Explorer		TIR Missed: Yes	4.88
	Network Operations	Robert Ryan	Transportation	Medium	Closed	TTR Missed: Yes	5.25
INC000000562189	Lynn Worwood	Application	Error	Fleet Focus		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000562271	Jan Johnson	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000562315	Jackie Nosack	Application	None	Microsoft Windows 7		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000562366	Carma Savage	Telecom	Dial Tone	Telephone		TIR Missed: No	0.36
	Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Closed	TTR Missed: No	1.75
INC000000562378	Daniel Avila	Telecom	Voice Mail	Telephone		TIR Missed: No	0.15
	Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Closed	TTR Missed: No	1.65
INC000000562447	Pam Salazar	Application	None	Internet Explorer		TIR Missed: No	0.22
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	0.28
INC000000562693	Weston Wilde	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000562694	Robert J Miles	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000562695	Nicholas Jarrett	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000562696	Tim Rose	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000562697	Travis Bair	PC/Laptop	Virus	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	5.59

Transportation

Incident	Name	Category	Type	Item	TIR Missed		Value
INC000000562734	George Peterson	Network	Performance	None	TIR Missed: No		0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000562817	Wendy Nez	Telecom	CrossTalk/Noise/Static	Telephone	TIR Missed: No		0.40
	Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Closed	TTR Missed: No	0.96
INC000000562845	Lynn Bernhard	PC/Laptop	None	None	TIR Missed: No		0.74
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	1.83
INC000000562857	Wendy Tripp	Application	None	Microsoft Windows XP Professio	TIR Missed: No		0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000562953	John Sharp	PC/Laptop	Hardware	None	TIR Missed: No		0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	3.28
INC000000562960	Bryant Richins	None	None	None	TIR Missed: No		0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000562993	Kristi Barney	Network	Password	None	TIR Missed: No		0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000563017	Kelly Burns	Application	None	Internet Explorer	TIR Missed: No		0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000563050	Wade Laycock	None	None	None	TIR Missed: No		0.00
	Network Operations	Michael Ostrander	Transportation	Low	Closed	TTR Missed: No	0.62
INC000000563088	Stacy Frandsen	Network	Error	None	TIR Missed: No		0.31
	Metro C West Desktop Support	Hal Wold	Transportation	Low	Closed	TTR Missed: No	1.33
INC000000563203	Dwaine Webber	Application	Error	Novell GroupWise	TIR Missed: No		0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000563224	Patty Jones	Application	Error	None	TIR Missed: No		0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	2.55
INC000000563230	Patty Jones	Application	Error	Internet Explorer	TIR Missed: No		0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	2.50
INC000000563239	Glenn Burns	Application	Password	Utah Master Directory	TIR Missed: No		0.23
	Help Desk	Eileen Dubach	Transportation	Low	Closed	TTR Missed: No	0.23
INC000000563242	Jared Jeffs	Application	Error	ProjectWise	TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000563430	James Beers	Application	Error	Novell GroupWise 32-bit Windov	TIR Missed: No		0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	
INC000000563443	Keith Wilde	None	None	None	TIR Missed: No		0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation							

INC000000563561	Wendy Nez	Telecom	None	None		TIR Missed: No	0.00
Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000563564	Bill Mecham	Application	None	None		TIR Missed: No	0.00
Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000563609	Mary Ann Wayman	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: Yes	7.19
INC000000563648	Mark Taylor	PC/Laptop	Password	None		TIR Missed: No	0.00
Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000563681	Daniel Hsiao	Application	Error	electronic Project Management	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000563682	Jill Baxter	Network	Error	None		TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000563685	Paul Vidmar	Network	Password	None		TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000563719	Lynn Bernhard	Network	Error	Microsoft Windows 7	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000563744	Stacy Frandsen	Network	Password	Microsoft Windows 7	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000564124	Rux Rowland	Application	Error	Novell GroupWise	TIR Missed: No	0.39
Application Services	Tony Larsen	Transportation	Low	Resolved	TTR Missed: No	0.39
INC000000564189	Mike Ellis	Application	Error	electronic Project Management	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000564190	Mike Brehm	Server	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000564318	Jim Golden	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Scott Wunderlich	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000564446	Josh MacFarlane	Network	None	None		TIR Missed: No	0.45
Rural South Desktop Support	Scott Jesienouski	Transportation	Low	Resolved	TTR Missed: No	0.45
INC000000564483	Kimberly Krein	Application	Error	Internet Explorer	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000564503	John Haigwood	Application	Password	Utah Master Directory	TIR Missed: No	0.04
Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed: No	0.04
INC000000564607	John Haigwood	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

INC000000564608	Daniel Avila	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000564643	Kory Iman	Application	Reporting	Internet Explorer	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000564652	Heather Barnum	Telecom	Voice Mail	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000564658	Byron Stuart	Application	Password	Utah Master Directory	TIR Missed: No	0.05
	Help Desk	Brenda Treadway	Transportation	Low	Closed	TTR Missed: No	0.05
INC000000564791	Chuck Felice	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Transportation	Low	Closed	TTR Missed: No	1.73
INC000000564805	Vicki Wittwer	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000564888	Michael J Evans	Application	Password	Utah Master Directory	TIR Missed: No	0.18
	Help Desk	Brenda Treadway	Transportation	Low	Closed	TTR Missed: No	0.18
INC000000564900	Travis Bair	Application	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	5.68
INC000000564901	Tim Rose	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	5.68
INC000000564902	Ashlee Parrish	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000564966	Leonard Heaps	Network	Password	IManager	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000564970	Michael J Evans	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000565020	Jose Rodriguez	Network	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000565027	Brandon Reda	Application	None	Microsoft Excel	TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000565088	Cindy Ingram	Application	Error	Java Platform SE	TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	0.60
INC000000565091	Dan Erikson	Network	Password	Active Directory	TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	0.61
INC000000565096	Vickie VanDeMerwe	Application	None	Acrobat Reader	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

INC000000565119	Brent DeYoung	PC/Laptop	None	Microsoft Windows 7		TIR Missed:	No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed:	No	0.37
INC000000565172	Glenn Burns	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000565316	Anne Ogden	Application	Error	electronic Project Management		TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000565331	Shannon Percival	None	None	None		TIR Missed:	No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000565399	Lance Courtier	Network	Error	Microsoft Windows XP Professio		TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000565558	Bob Peterson	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Help Desk	Brenda Treadway	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000565640	Barbara Adams	None	None	None		TIR Missed:	No	0.10
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed:	No	3.01
INC000000565660	Mark Taylor	Application	Error	Utah Master Directory		TIR Missed:	No	0.00
	Help Desk	Brenda Treadway	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000565666	Mark Taylor	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000565817	Carma Savage	Telecom	Dial Tone	Telephone		TIR Missed:	No	0.08
	Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Resolved	TTR Missed:	No	0.62
INC000000565854	William Butterfield	Application	None	Novell GroupWise		TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000565887	Loralee Dimick	Application	None	None		TIR Missed:	No	0.11
	Metro C Hosting	Rondal Fields	Transportation	Low	Resolved	TTR Missed:	No	0.11
INC000000566018	Stacy Frandsen	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed:	No	0.26
INC000000566019	Mike McConnell	Application	None	Adobe Acrobat		TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000566030	Judy Romrell	Application	Error	Internet Explorer		TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000566036	Judy Romrell	None	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000566057	Patti Barton	Application	None	Project Development Business S		TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed:	No	0.00

Transportation

INC000000566060	Patti Barton	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000566285	Tracy Kirkham	Network	None	None	TIR Missed: No	0.00
Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000566290	Blake Gillies	Network	Virus	None	TIR Missed: No	0.00
Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000566316	Phillip Peterson	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	0.59
INC000000566332	Chris Cowan	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: Yes	6.27
INC000000566365	Heather Barthold	Application	Password	Novell Messenger	TIR Missed: No	0.00
Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000566490	Jami Gentry	Network	Password	IManager	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000566494	Todd Walker	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000566534	Anthony Meier	PC/Laptop	Hardware	None	TIR Missed: Yes	1.21
Rural Central Desktop Support	Todd Hardy	Transportation	Low	Resolved	TTR Missed: No	1.65
INC000000566540	Whitney Bentz	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000566695	Jackie Nosack	PC/Laptop	Error	Active Directory	TIR Missed: No	0.33
Metro C West Desktop Support	Cody Flanders	Transportation	Low	Resolved	TTR Missed: No	0.33
INC000000566702	Bret Sorenson	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000566778	Rhett Arnell	Application	Error	Computer Aided Drafting and De	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000566887	Kelly Burns	Application	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000566921	Kelly Burns	Application	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000566938	Robert A Stoddard	Network	Password	Microsoft Windows XP Professic	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000566941	Cody Isaacson	Application	Password	Employee Gateway	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Transportation	Low	Resolved	TTR Missed: No	0.00

Transportation

INC000000566947	Jared Jeffs	Telecom	Feature	Telephone		TIR Missed:	No	0.11
	Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Resolved	TTR Missed:	No	0.28
INC000000567030	Shayla Marquardson	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000567113	Brandon Klenk	Network	Password	None		TIR Missed:	No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000567125	Lee Nitchman	None	None	None		TIR Missed:	No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed:	No	0.05
INC000000567165	Susan Parker	None	None	None		TIR Missed:	No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000567196	Christopher Ransom	Application	None	Internet Explorer		TIR Missed:	No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed:	No	2.32
INC000000567211	Todd Hadden	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000567232	Peter Bigelow	None	None	None		TIR Missed:	Yes	1.31
	Application Services	Tony Larsen	Transportation	Low	Resolved	TTR Missed:	No	1.83
INC000000567254	Whitney Bentz	Telecom	Voice Mail	Telephone		TIR Missed:	No	0.10
	Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Resolved	TTR Missed:	No	0.87
INC000000567317	Peter Bigelow	None	None	None		TIR Missed:	No	0.00
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Resolved	TTR Missed:	No	0.86
INC000000567649	Troy Brunker	PC/Laptop	Hardware	None		TIR Missed:	No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed:	No	
INC000000567685	George Lukes	None	None	None		TIR Missed:	No	0.17
	Application Services	Dustin Crump	Transportation	Low	Resolved	TTR Missed:	No	0.23
INC000000567727	Scott A Hayes	PC/Laptop	None	None		TIR Missed:	No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed:	No	1.49
INC000000567777	Eric Chaston	Storage	None	None		TIR Missed:	No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed:	No	0.33
INC000000567816	Ed Pectol	Network	Password	IManager		TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000567854	Dian McGuire	Application	None	Novell GroupWise		TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000568111	Ileene Grundy	Application	Error	Internet Explorer		TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed:	No	0.00

Transportation

INC000000568114	Tim Walden	Application	Error	Microsoft Excel		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000568115	Pam Higgins	Print/Copy/Scan/Fax	Queue	Microsoft Windows Server 2008		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000568146	Ryan Anderson	Print/Copy/Scan/Fax	Error Code	Microsoft Windows 7		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000568322	Brian Phillips	Application	Error	ProjectWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000568331	Boyd Humpherys	Application	Error	ProjectWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000568482	Teresa Johnson	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	Transportation	Low	Resolved	TTR Missed: No	0.23
INC000000568645	Robb Edgar	Application	None	Microsoft Office		TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000568715	Deni Archuletta	PC/Laptop	Error	Active Directory		TIR Missed: No	0.50
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: No	0.75
INC000000568854	Kelvin Thacker	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000568870	Anne Ogden	Print/Copy/Scan/Fax	Incident	Adobe Acrobat		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000568907	Wendy Tripp	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000568910	Jenneth Hampton	Application	None	electronic Project Management		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000568935	Barbara Adams	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000569043	Nate Peterson	Application	None	Novell GroupWise 32-bit Window		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	3.46
INC000000569048	Damaris Kjar	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000569111	Cameron Gay	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000569114	Jared Beard	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00

Transportation

INC000000569155	Jennifer Orton	Application	Password	Financial Information Network	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000569193	Michael Bowen	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	0.74
INC000000569236	Lance Courtier	Application	Error	Adobe Reader	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000569243	Dustin Jenkins	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000569280	Ty Mecham	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000569359	Anthony Meier	None	None	None	TIR Missed: No	0.50
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	3.22
INC000000569487	Jeff Williams	Network	Incident	None	TIR Missed: No	0.00
Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No	3.43
INC000000569566	Lynn Worwood	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000569581	Mike Donivan	Application	Error	UDOT's Web Site	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000569590	Craig Hancock	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000569641	Pam Pala	Network	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	1.01
INC000000569757	Bruce Robison	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	1.02
INC000000569882	Michelle Lindgren	PC/Laptop	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	2.27
INC000000569943	Jeffery Saddler	Application	Error	Microsoft PowerPoint	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000569956	Kerry Kendall	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Rural Central Desktop Support	Todd Hardy	Transportation	Low	Resolved	TTR Missed: No	0.11
INC000000570028	Ty Mecham	Application	Password	Utah Master Directory	TIR Missed: No	0.11
Help Desk	Vicky Marrelli	Transportation	Low	Resolved	TTR Missed: No	0.83
INC000000570128	Dilshad Yasmin	Application	Password	ProjectWise	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00

Transportation

INC000000570199	Dilshad Yasmin	Application	Error	ProjectWise			TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved		TTR Missed: No	0.00
INC000000570255	Lenee Trujillo	Application	Error	ProjectWise			TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved		TTR Missed: No	0.00
INC000000570261	Paul Judd	Application	None	Microsoft Windows XP Professic			TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Resolved		TTR Missed: No	0.00
INC000000570267	Karen Yoast	PC/Laptop	Hardware	None			TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved		TTR Missed: No	0.00
INC000000570272	Glenn Blackwelder	PC/Laptop	Hardware	None			TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved		TTR Missed: No	0.00
INC000000570281	Craig Hancock	Application	Error	ProjectWise			TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved		TTR Missed: No	0.00
INC000000570298	Brian Phillips	Application	Error	ProjectWise			TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved		TTR Missed: No	0.00
INC000000570312	Benjamin Maughan	Application	Error	ProjectWise			TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved		TTR Missed: No	0.00
INC000000570329	Dilshad Yasmin	Application	Error	ProjectWise			TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved		TTR Missed: No	0.00
INC000000570337	Dale Ashcraft	Application	Error	ProjectWise			TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved		TTR Missed: No	0.00
INC000000570344	Benjamin Maughan	Application	Error	ProjectWise			TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved		TTR Missed: No	0.00
INC000000570348	Amber Pace	Application	None	Microsoft Windows XP Professic			TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Resolved		TTR Missed: No	0.00
INC000000570402	Gernice White	PC/Laptop	Hardware	Microsoft Windows XP Professic			TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved		TTR Missed: No	0.00
INC000000570414	Cathy Kendrick	PC/Laptop	Hardware	Microsoft Windows XP Professic			TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved		TTR Missed: No	0.00
INC000000570469	Shelley Milligan	Print/Copy/Scan/Fax	None	None			TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation		Low	Resolved		TTR Missed: No	4.11
INC000000570493	Rebecca Nix	Application	Error	Acrobat Reader			TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Resolved		TTR Missed: No	0.00
INC000000570633	Fara Williams	Application	Error	Adobe Acrobat			TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Resolved		TTR Missed: No	0.12

Transportation

INC000000570764	Dale Ashcraft	Application	Error	ProjectWise	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000570765	Gregg Evans	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000570782	Clayton Weaver	Network	Error	None	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000570789	Dilshad Yasmin	Application	Error	ProjectWise	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000571085	Janice Poole	Application	None	Microsoft Word	TIR Missed: No	0.00
Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000571227	Wesley Brackenbury	Application	Error	Microsoft Office XP Professiona	TIR Missed: No	0.00
Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000571234	Kelly Burns	Application	None	Adobe Reader	TIR Missed: No	0.00
Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000571265	Homa Shabestari	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000571319	Codee Raymond	Application	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	3.54
INC000000571434	Mike Wickens	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.07
INC000000571437	Travis Bair	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.06
INC000000571493	Susan Jensen	PC/Laptop	Hardware	Microsoft Windows XP Professic	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000571495	Jared Jeffs	Application	Error	Microsoft Windows 7	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000571498	Russ Scovil	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Cody Flanders	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000571524	Lynn Worwood	Application	Error	Internet Explorer	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000571764	Julie Preece	EIS Hardware	None	None	TIR Missed: No	0.28
Strategic Communications	Luis Larios	Transportation	Low	Resolved	TTR Missed: No	1.90
INC000000571904	Jamie Mackey	Application	Password	Utah Master Directory	TIR Missed: No	0.11
Help Desk	Julie VanBeekum	Transportation	Low	Resolved	TTR Missed: No	0.13

Transportation

INC000000571928	Tumau Laulu	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: No	0.00